



Army Knowledge Online Reaches Milestone

Soldier in Bosnia Using Internet Technology Becomes 100,000th Customer

In just 18 months, the number of Army Knowledge Online (AKO) users has soared to 100,000. Sgt. Dewayne C. Dodson Jr., a mechanic currently serving in Bosnia with the Army's 3rd Infantry Division, became AKO's 100,000th user earlier this month.

AKO enables customers like Dodson to gain quick online access to important Army information, news, education and training opportunities, as well as knowledge centers and e-mail. In addition to processing personnel applications and finding information pertinent to military jobs through AKO, Dodson and other soldiers can communicate with families and stay in contact with peers throughout the world using the Army's Web-based service.

AKO is a leading component in the Army's commitment to knowledge management and becoming an information-centric organization.

"We're creating an integrated, personalized Intranet capability for the Army enterprise that is better than anything they have at home or in the commercial marketplace. Not only is AKO the 'one stop' for Army information – including a career lifetime e-mail address, customizable portal, and online transaction processing capabilities – but AKO is also accessible to its customers anywhere in the world," said Miriam Browning, the Army's Director of Information Management.

AKO offers powerful technologies to share information more effectively and make work more efficient – literally changing the way the Army conducts business. Recognizing that an organization's most important asset is its members' intellectual capital, knowledge management is a systematic process for

acquiring, creating, synthesizing, sharing, and using information, insights, and experience to achieve organizational goals.

AKO is part of the Army's Transformation into the 21st century.

"The Army is not just transforming 'heavy metal,' it's transforming infrastructure – Web-enabling processes – and looking at a future where people will rely on Internet technology like it's second nature," said Col. Robert L. Coxe, Director of the Strategic and Advanced Computing Center at Fort Belvoir, Va.

The Strategic and Advanced Computing Center put its energy behind building the most dominant Internet communications, information sharing, and decision support enabler available to the Army today. Knowledge management continues to reap significant cost savings and efficiency rewards for the Army.

AKO also offers appealing recruitment and retention incentives for increasingly computer-literate young people and motivates soldiers to take responsibility for their own time and information, enabling the Army to do more for less cost and to better anticipate future requirements.

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Editor's Note: This information is in the public domain at www.dtic.mil/armylink/news.